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Customer Reviews

Express Scripts

 1 Express Way
Saint Louis, MO
63121-1824

 <http://www.express-scripts.com/>

 [\(800\) 206-4005](tel:(800)206-4005)



Barry M



03/15/2019

Terrible. My medication has been in shortage for over a year. The pharmaceutical company started importing it from a different manufacturer to hold people over until they got their own product going again. In order to get the already imported medication is to contact the pharmaceutical company. I was trying to save a little money by going through express scripts instead of a local pharmacy. It's a brand name med so it's expensive and there's no generic. The local pharmacy had no problem calling the pharmaceutical company and ordering it but express scripts was unwilling to do it.

Ashley P



03/15/2019

WORST coverage I've ever had. How can you ETHICALLY refuse to cover a generic medication that is required to help manage a diagnosed medical disease and demand a name brand? So you can get a kick back from the company? I'm DISGUSTED. And I will scream my story from the roof top until something is done. If 0 stars was an option, that would be what I selected.

Peggy R



03/14/2019

This company has repeatedly tried to over-charge me for a medication by not entering or acknowledging the manufacturer co-pay assistance information. The manufacturer even provided me with all the pertinent numbers and Accredo still claims they don't have them on file. Meanwhile my bill with Accredo is growing so exponentially I can no longer take chances and actually refill for this month. So much for consistent drug therapy and a pharmacy that is dedicated to providing patient-centered care. Pray you don't have to use this pharmacy.

Erika L



03/13/2019

If I could rate this pharmacy any lower I certainly would. They claim to leave multiple voicemail messages on the status of your order, and my phone does not log any. They send you an automatic message that your prescription has been processed and enroute. It does not arrive. Approvals and prior authorizations are faxed in by doctors or are lost, or ignored in their systems. It took 8 weeks to fill an prescription and now I am behind in my scheduled treatments. MALPRACTICE.

Kelly R.



03/01/2019

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